

What do I do if I have a question?

If you have any questions, ask a member of the surgery team or your parents/guardians. You can:

- ◇ Contact the practice data controller via email at broomleysurgery.patients@nhs.net GP practices are data controllers for the data they hold about their patients
- ◇ Write to the data controller at:
Broom Leys Surgery
Broom Leys Road
Coalville
LE67 4DE
- ◇ Speak to the Patient Services Manager: Alison Hall

The Data Protection Officer (DPO) for Broom Leys Surgery is:
Dr Stuart Scrivens

What to do if you're not happy about how we manage your information

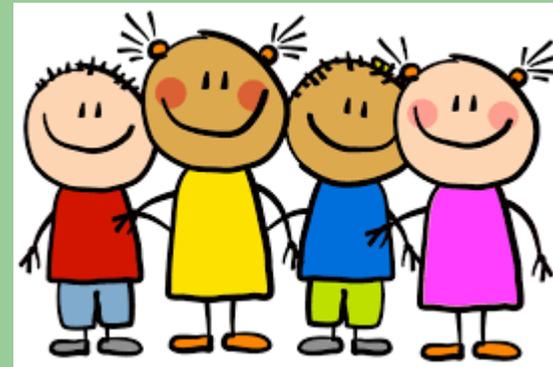


We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents/guardians are unhappy with any part of our data-processing methods, you can complain. For more information, visit www.ico.org.uk and select 'Raising a Concern'.



We always make sure the information we give you is up to date. Any updates will be published on our website, leaflets and on our posters. This policy will be reviewed in May 2020.

Privacy Information for Children



Broom Leys Surgery
Broom Leys Road
Coalville
LE67 4DE

Website: www.broomleysurgery.co.uk
Email: broomleysurgery.patients@nhs.net
NHS Choices Website: www.nhs.uk

What is a Privacy Notice?

A privacy notice helps your doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your health care record.

Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the General Data Protection (or GDPR for short).

What is GDPR?



What a great question!! The GDPR is a new document that helps your doctor's surgery keep the information about you secure. It's new and will be introduced on 25th May 2018, making sure that your doctor, nurse and any other staff at the surgery follow the rules and

How do you know about our Privacy Notice?



At your surgery, we have posters in our waiting area and leaflets to give to children and adults, and we also have lots of information about privacy on our website. This tells you how we use the information we have about you

What information do we collect about you?

Don't worry; we only collect information we need to help us keep you healthy such as your name, address, information about your parents/guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, x-rays and any other information to enable us to care for you.

How do we use your information?

Another great question! Your information is taken to help us provide your care. But we might need to share this information with other medical terms, such as hospitals, if you need to be seen by a special doctor or sent for an x-ray. Your doctor's surgery may be asked to help with exciting medical research; but don't worry, we will always ask you, or your parents or adults with parental responsibility, if its ok to share your information.

How do we keep your information private?

Well, your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important book.

What is I've got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

How do I access my medical records?

Remember we told you about the GDPR? Well, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents/guardians will do this for you if you are under 16. but if you are over 12 you may be classed as being competent and you may be able to do this yourself.

Don't want to share?



All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this will be something which your parents/guardians with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, we can also explain what this means to you.